

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Annual Compliance Review, 2021

Docket No. ACR2021

CHAIRMAN'S INFORMATION REQUEST NO. 18

(Issued February 15, 2022)

To clarify the basis of the Postal Service's FY 2021 *Annual Compliance Report* (ACR), filed December 29, 2021,<sup>1</sup> the Postal Service is requested to provide written responses to the following questions. Answers should be provided to the individual questions as soon as they are developed, but no later than February 22, 2022.

**Service Performance**

**For the following questions, if the Postal Service chooses to respond using a graphical representation of data, please also file the underlying data in the form of an Excel spreadsheet. Such spreadsheets shall preserve all data links and show all formulas used, including volumes and other weighting factors.**

1. The Postal Service states that its 10-Year Strategic Plan "is designed to achieve...service excellence, defined as meeting or exceeding 95 percent on time delivery across all product categories." FY 2021 ACR at 53, 56. However, the Postal Service states that until the 10-Year Strategic Plan is fully implemented, the Postal Service will set interim service performance targets. *Id.* at 56.

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<sup>1</sup> United States Postal Service FY 2021 *Annual Compliance Report*, December 29, 2021 (FY 2021 ACR).

- a. Please refer to the FY 2022 targets identified by the Postal Service in its Response to CHIR No. 6, question 15.d.,<sup>2</sup> which correspond with the products and categories appearing in Docket No. ACR2021, Library Reference USPS-FY21-29, December 29, 2021, file “FY21-29 Service Performance Report.pdf,” at 4, 10, 14, 21, 25. Please confirm that the Postal Service intends to raise its service performance targets from the levels identified in its Response to CHIR No. 6, question 15.d. to 95 percent for all products and categories.
  - i. If confirmed, please provide the Postal Service’s planned schedule for transitioning to 95 percent on-time targets for all products and categories. In the response, please provide:
    - 1. The date by which the Postal Service intends to raise its targets to 95 percent.
    - 2. The planned dates for each interim target between the level identified by the Postal Service in its Response to CHIR No. 6, question 15.d. and 95 percent.
    - 3. Describe what criteria will be used to determine when interim targets will be changed.
  - ii. If not confirmed, please explain what “meeting or exceeding 95 percent on time delivery across all product categories” refers to.

By the Chairman.

Michael Kubayanda

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<sup>2</sup> Responses of the United States Postal Service to Questions 1-15 of Chairman’s Information Request No. 6, February 1, 2022 (Response to CHIR No. 6).